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of errors and network conditions also varies from switch to switch and possibly from customer to customer. In general, any error is handled by a retry of the hold, outgoing call, and transfer.

In one embodiment, calls entering the Service Bureau on a particular ISDN BRI port (201) while a transfer is in progress become queued for processing. The stack of queued calls is "popped" at the end of processing of the prior call. Calls in this queue are allowed to ring (not answered). Like any telephone call distribution method, traffic engineering concerns play a part in the workable load presentable on the system. The invention works best with evenly distributed traffic occurring at a rate less than the call handling time.

FIG. 6 shows an example of the system of the current invention interworking with the call distributor of U.S. Pat. No. 5,557,668 to Brady which is hereby incorporated by reference in its entirety. FIG. 6 shows a LAN 604, a PSTN, agents and autovoice 601. The subsystem 600 interworks with the call distributor invention as follows. The subsystem answers calls at BRI 201, collects information from the phone, passes information to Call Control Processes (CCP) 605 through the router (idle CCP process allocated from the routing responder 311), and finally transfers call to analog phone lines which corresponds to the allocated CCP process. The call is answered and appropriate prompts/messages/etc. are started. Transferring to analog is not necessary as voice work may be done with ISDN. Also ISDN is not the only digital technology which can be used. Other CPE digital protocols may also be used with the present invention.

Appendix 1 is included to illustrate the method of operation of a working system. The source code in Appendix 1 collects Caller ID and button number for any call reaching an ISDN BRI port. The ISDN BRI port is configured for CFNA at no rings. This makes it unnecessary to actually answer and transfer the call. There are restrictions, obviously, on the flexibility of call handling in this method. For Caller ID capture this is a simple embodiment which works where customers have fixed call distribution needs. Appendix 2 illustrates an embodiment of the invention which utilizes a Routing Responder. Calls are answered and transferred to destinations returned from this process. Appendix 3 illustrates the source code used for a particular embodiment of the Routing Responder 311 (FIG. 3).

What is claimed is:

1. A service bureau for using caller identification data to process a telephone call made by a caller, comprising:
 - a caller identification processing device to receive the caller identification data contained in the telephone call;
 - a database containing destination telephone numbers corresponding to caller identification values;
 - a database interface process to access the database using the caller identification data to extract a particular destination telephone number corresponding to the caller identification data;

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- a call forwarding process to forward the telephone call to the destination telephone number;
 - an information process to obtain additional information from the caller; and
 - a storing process to store the additional information so that it can be retrieved using the caller identification data.
2. A service bureau for using caller identification data to process a telephone call made by a caller, comprising:
 - a caller identification processing device to receive the caller identification data contained in the telephone call;
 - a database containing destination telephone numbers corresponding to caller identification values;
 - a database interface process to access the database using the caller identification data to extract a particular destination telephone number corresponding to the caller identification data;
 - a call forwarding process to forward the telephone call to the destination telephone number; and
 - a reporting process to generate a report regarding telephone call activity.
 3. The service bureau recited in claim 2, wherein the reporting process reports duration of the telephone call.
 4. A method for using caller identification data to process a telephone call made by a caller, comprising the steps of:
 - receiving the caller identification data contained in the telephone call;
 - using the caller identification data to access a database containing destination telephone numbers corresponding to caller identification values to extract a particular destination telephone number corresponding to the caller identification data;
 - forwarding the telephone call to the destination telephone number;
 - obtaining additional information from the caller; and
 - storing the additional information so that it can be retrieved using the caller identification data.
 5. A method for using caller identification data to process a telephone call made by a caller, comprising the steps of:
 - receiving the caller identification data contained in the telephone call;
 - using the caller identification data to access a database containing destination telephone numbers corresponding to caller identification values to extract a particular destination telephone number corresponding to the caller identification data;
 - forwarding the telephone call to the destination telephone number; and
 - generating a report regarding the telephone call activity.
 6. The method recited in claim 5, further comprising the step of reporting a duration of the telephone call.

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